

INSURANCE COMPLAINTS/6666

2002 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type—Individual Accident & Health

Name	Complaints	2002 Illinois Direct Written Premium
AMERICAN COMMUNITY MUTUAL INSURANCE COMPANY	14	16,037,000
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	23	80,758,921
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	13	36,985,062
AMERICAN REPUBLIC INSURANCE COMPANY	21	28,025,108
BANKERS LIFE & CASUALTY COMPANY	24	34,003,903
COMBINED INSURANCE COMPANY OF AMERICA	31	25,985,496
CONSECO HEALTH INSURANCE COMPANY	31	8,196,276
CONSECO MEDICAL INSURANCE COMPANY*	16	9,374
CONSECO SENIOR HEALTH INSURANCE COMPANY	46	22,118,265
CONTINENTAL GENERAL INSURANCE COMPANY	19	15,483,593
COUNTRY LIFE INSURANCE COMPANY	22	102,724,379
FORTIS INSURANCE COMPANY	45	26,197,341
HEALTH CARE SERVICE CORP MUT LEGAL RESERVE CO	328	767,824,625
PENN TREATY NETWORK AMERICA INSURANCE COMPANY	19	17,354,646
PHYSICIANS MUTUAL INSURANCE COMPANY	18	20,191,529
PIONEER LIFE INSURANCE COMPANY	24	16,655,717
PRUDENTIAL INSURANCE COMPANY OF AMERICA	11	6,181,628
RIGHTCHOICE INSURANCE COMPANY	18	17,921,971
TRUSTMARK INSURANCE COMPANY	12	4,580,706
UNICARE HEALTH INSURANCE COMPANY OF THE MIDWEST	26	69,634,138
UNICARE LIFE & HEALTH INSURANCE COMPANY	55	515,377
UNITED AMERICAN INSURANCE COMPANY	14	32,157,583
UNITED TEACHER ASSOCIATES INSURANCE COMPANY	11	3,210,259
WORLD INSURANCE COMPANY	15	3,818,080

*Company's 16 complaints reflective of business previously sold. An affiliate has taken over a significant portion of this business.

2002 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type—Group Accident & Health

Name	Complaints	2002 Illinois Direct Written Premium
AETNA LIFE INSURANCE COMPANY	18	152,161,969
AMERICAN COMMUNITY MUTUAL INSURANCE COMPANY	17	18,673,808
CELTIC INSURANCE COMPANY	34	11,117,578
CENTRAL RESERVE LIFE INSURANCE COMPANY	17	5,623,125
CONCERT HEALTH PLAN INSURANCE COMPANY	36	13,512,301
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	78	246,164,526
CONSECO MEDICAL INSURANCE COMPANY	20	659,849
CONTINENTAL CASUALTY COMPANY	18	48,700,400
COUNTRY LIFE INSURANCE COMPANY	13	82,070,412
FORTIS BENEFITS INSURANCE COMPANY	12	56,855,911
FORTIS INSURANCE COMPANY	44	67,804,610
GOLDEN RULE INSURANCE COMPANY	31	31,734,715
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA	46	188,427,673
HEALTH ALLIANCE MEDICAL PLANS, INC.	13	52,396,833
HEALTH CARE SERVICE CORP MUT LEGAL RESERVE CO	213	1,724,972,507
HUMANA INSURANCE COMPANY	109	612,119,444
MEGA LIFE AND HEALTH INSURANCE COMPANY	12	43,409,780
METROPOLITAN LIFE INSURANCE COMPANY	28	148,328,995
MIDWEST SECURITY LIFE INSURANCE COMPANY	12	34,539,151
NIPPON LIFE INSURANCE COMPANY OF AMERICA	10	29,676,535
PACIFIC LIFE & ANNUITY COMPANY	13	36,320,593
PERSONALCARE INSURANCE OF ILLINOIS, INC.	13	24,078,677
PRINCIPAL LIFE INSURANCE COMPANY	32	187,367,719
PRUDENTIAL INSURANCE COMPANY OF AMERICA	23	34,409,961
TRUSTMARK INSURANCE COMPANY	123	363,035,864
UNICARE HEALTH INSURANCE COMPANY OF THE MIDWEST	58	202,485,665
UNICARE LIFE & HEALTH INSURANCE COMPANY	86	29,827,515
UNITED HEALTHCARE INSURANCE COMPANY OF ILLINOIS	172	335,284,456
UNITED HEALTHCARE INSURANCE COMPANY	64	348,908,228
UNITED SECURITY LIFE INSURANCE COMPANY OF ILLINOIS	22	10,630,282
UNUM LIFE INSURANCE COMPANY OF AMERICA	21	104,560,247